

Indicator 8: Promptness of Responding to Claim Correspondence - 3rd Quarter 2005

Large Insurers (400 Claims or more per year)

<u>NAIC</u>	<u>INSURER</u>	<u>Replies received or overdue</u>	<u>Late or no reply</u>	<u>Prompt</u>	<u>Year To Date</u>	<u>3 YR percent</u>
SI	CITY OF MILWAUKEE	30	2	93.33%	93.67%	69.22%
29157	UNITED WISCONSIN	57	5	91.23%	86.89%	81.21%
24988	SENTRY INSURANCE A MUTUAL CO	148	15	89.86%	85.39%	74.92%
15261	SOCIETY INSURANCE A MUTUAL CO	155	16	89.68%	86.51%	84.26%
14184	ACUITY INSURANCE CO	210	24	88.57%	79.54%	71.62%
23035	LIBERTY MUTUAL FIRE INS CO	100	12	88.00%	80.57%	72.29%
15350	WEST BEND MUTUAL INS CO	290	35	87.93%	85.09%	81.16%
25674	TRAVELERS PROPERTY CAS CO OF A	86	11	87.21%	85.15%	79.61%
21407	EMCASCO INSURANCE CO	31	4	87.10%	85.96%	86.14%
24147	OLD REPUBLIC INS CO	135	18	86.67%	80.55%	61.46%
SI	DEPT OF ADMINISTRATION	37	5	86.49%	87.20%	70.47%
24449	REGENT INSURANCE CO	110	15	86.36%	89.42%	83.23%
23043	LIBERTY MUTUAL INS CO	81	13	83.95%	78.87%	60.25%
20494	TRANSPORTATION INSURANCE CO	137	29	78.83%	74.82%	64.06%
16535	ZURICH AMERICAN INSURANCE COM	363	79	78.24%	75.75%	71.81%
42404	LIBERTY INSURANCE CORP	119	26	78.15%	81.53%	71.47%
22667	ACE AMERICAN INSURANCE CO	143	33	76.92%	64.22%	54.23%
21458	EMPLOYERS INSURANCE CO OF WAU	206	49	76.21%	76.76%	71.68%
26042	WAUSAU UNDERWRITERS INS CO	66	24	63.64%	72.16%	71.36%
TOTALS FOR GROUP:		2,504	415	83.43%	80.19%	72.66%

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Medium Size Insurers (85 -399 Claims or more per year)

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SI	MILWAUKEE TRANSPORT SERVICES I	18	1	94.44%	96.49%	90.91%
SI	MILWAUKEE BOARD OF SCHOOL DI	20	3	85.00%	94.34%	69.79%
24830	CITIES & VILLAGES MUTUAL INS CO	17	1	94.12%	93.94%	77.44%
13935	FEDERATED MUTUAL INS CO	23	2	91.30%	93.88%	84.73%
SI	KOHLER CO	8	0	100.00%	92.31%	66.67%
18988	AUTO OWNERS INS CO	17	3	82.35%	92.19%	91.55%
SI	UW-SYSTEM ADMINISTRATION	16	0	100.00%	91.53%	82.32%
19275	AMERICAN FAMILY MUTUAL INS CO	30	4	86.67%	89.72%	86.39%
SI	CITY OF MADISON	30	2	93.33%	89.29%	65.67%
SI	SCHNEIDER NATIONAL CARRIERS I	8	2	75.00%	89.29%	82.39%
22322	GREENWICH INSURANCE CO	24	2	91.67%	89.16%	85.07%
11527	LEAGUE OF WIS MUNICIPALITIES MU	12	2	83.33%	88.89%	86.73%
42480	VENTURE INS CO	16	4	75.00%	88.37%	81.76%
14303	INTEGRITY MUTUAL INS CO	26	1	96.15%	88.16%	84.92%
SI	COUNTY OF MILWAUKEE	28	2	92.86%	87.95%	80.00%
15091	RURAL MUTUAL INS CO	45	4	91.11%	87.60%	80.90%
21415	EMPLOYERS MUTUAL CASUALTY C	72	10	86.11%	87.50%	84.25%
11250	COMMUNITY INS CORP	4	1	75.00%	87.50%	88.89%
10166	ACCIDENT FUND INS CO OF AMERIC	54	8	85.19%	87.28%	65.73%
31003	TRI STATE INS CO OF MN	88	16	81.82%	86.96%	83.01%
SI	GENERAL MOTORS CORPORATION	16	3	81.25%	86.79%	67.39%
31895	AMERICAN INTERSTATE INS CO	26	2	92.31%	86.54%	78.03%
SI	BRIGGS & STRATTON CORP	18	2	88.89%	85.94%	80.09%
19410	COMMERCE & INDUSTRY INS CO	55	6	89.09%	85.63%	75.60%
10677	CINCINNATI INSURANCE CO THE	59	10	83.05%	85.61%	68.87%
25402	AMCOMP ASSURANCE CORP	49	10	79.59%	85.40%	79.56%
13986	FRANKENMUTH MUTUAL INS CO	92	13	85.87%	84.43%	84.44%
24414	GENERAL CAS CO OF WI	37	10	72.97%	82.43%	81.86%
30104	HARTFORD UNDERWRITERS INS CO	39	12	69.23%	81.58%	77.48%
20281	FEDERAL INSURANCE CO	93	16	82.80%	80.72%	72.51%
25682	TRAVELERS INDEMNITY CO OF CT T	14	3	78.57%	80.65%	70.39%
19682	HARTFORD FIRE INSURANCE CO	19	2	89.47%	80.36%	74.16%
29459	TWIN CITY FIRE INS CO	90	22	75.56%	79.15%	74.83%
24767	ST PAUL FIRE & MARINE INS CO	50	12	76.00%	78.15%	70.50%
22543	SECURA INSURANCE A MUTUAL CO	25	1	96.00%	78.07%	68.74%
40827	VIRGINIA SURETY CO INC	42	11	73.81%	77.21%	81.27%
20508	VALLEY FORGE INS CO	35	9	74.29%	76.00%	69.37%
26425	WAUSAU GENERAL INS CO	21	4	80.95%	75.00%	71.04%
26069	WAUSAU BUSINESS INS CO	56	16	71.43%	73.20%	71.43%
35386	FIDELITY & GUARANTY INS CO	62	23	62.90%	72.84%	56.50%
19429	INSURANCE COMPANY OF STATE OF	47	10	78.72%	72.14%	64.59%
19380	AMERICAN HOME ASSURANCE CO	58	13	77.59%	72.04%	69.17%
19038	TRAVELERS CASUALTY & SURETY C	24	7	70.83%	69.23%	74.30%
23817	ILLINOIS NATIONAL INS CO	78	22	71.79%	69.17%	67.11%
43575	INDEMNITY INSURANCE CO OF NORT	26	4	84.62%	67.17%	64.15%
24228	PEKIN INSURANCE CO	37	15	59.46%	63.00%	67.53%
25887	UNITED STATES FIDELITY & GUARANT	33	17	48.48%	62.35%	54.62%
19445	NATIONAL UNION FIRE INS CO OF P	60	19	68.33%	59.48%	58.27%
22748	PACIFIC EMPLOYERS INS CO	24	8	66.67%	43.96%	38.91%

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TOTALS FOR GROUP:		1,841	370	79.90%	78.50%	70.60%

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Small Size Insurers (Less than 85 Claims per year)

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SI	COUNTY OF WINNEBAGO	6	1	83.33%	90.00%	96.43%
SI	COUNTY OF OUTAGAMIE	3	0	100.00%	92.86%	94.92%
11374	STATE FUND MUTUAL INS CO	17	0	100.00%	96.00%	93.55%
SI	MARTEN TRANSPORT LTD	3	0	100.00%	100.00%	92.11%
SI	COUNTY OF DODGE	3	0	100.00%	88.89%	91.11%
SI	COUNTY OF ROCK	1	0	100.00%	100.00%	90.80%
SI	COUNTY OF SHEBOYGAN	3	0	100.00%	100.00%	90.41%
SI	KIMBERLY-CLARK CORPORATION	0	0	0.00%	100.00%	90.32%
19950	WILSON MUTUAL INS CO	8	1	87.50%	91.30%	89.58%
SI	COUNTY OF LA CROSSE	0	0	0.00%	85.71%	89.47%
22292	HANOVER INSURANCE CO THE	5	1	80.00%	88.89%	89.33%
SI	DEERE & COMPANY	2	0	100.00%	85.71%	88.89%
25143	STATE FARM FIRE & CASUALTY CO	2	0	100.00%	86.67%	88.37%
SI	COUNTY OF DANE	2	0	100.00%	100.00%	87.88%
15377	WESTERN NATIONAL MUTUAL INS C	19	2	89.47%	88.68%	87.35%
SI	TECUMSEH PRODUCTS COMPANY	0	0	0.00%	100.00%	87.23%
14176	HASTINGS MUTUAL INS CO	13	0	100.00%	89.29%	86.96%
13021	UNITED FIRE & CASUALTY CO	13	1	92.31%	95.65%	86.67%
25976	UTICA MUTUAL INS CO	4	0	100.00%	100.00%	86.32%
10120	EVEREST NATIONAL INS CO	16	3	81.25%	82.35%	84.62%
11371	GREAT WEST CASUALTY CO	5	2	60.00%	84.21%	84.27%
SI	COUNTY OF WALWORTH	3	1	66.67%	81.25%	83.17%
23841	NEW HAMPSHIRE INSURANCE CO	12	1	91.67%	81.48%	82.56%
SI	HARNISCHFEGER CORPORATION	11	2	81.82%	90.00%	82.11%
15393	WISCONSIN AMERICAN MUTUAL INS	1	1	0.00%	0.00%	81.42%
25151	STATE FARM GENERAL INS CO	1	0	100.00%	100.00%	81.25%
41394	BENCHMARK INSURANCE CO	20	3	85.00%	87.10%	80.00%
24791	ST PAUL MERCURY INS CO	13	1	92.31%	84.62%	79.31%
SI	LAND O LAKES INC	6	1	83.33%	88.89%	79.25%
10472	CAPITOL INDEMNITY CORP	7	3	57.14%	73.91%	78.97%
40142	AMERICAN ZURICH INS CO	9	2	77.78%	85.29%	78.77%
21180	SENTRY SELECT	6	0	100.00%	96.00%	78.22%
SI	ST FRANCIS HOSPITAL INC	2	0	100.00%	66.67%	77.78%
13439	PARTNERS MUTUAL INS CO	8	2	75.00%	70.59%	77.66%
23434	MIDDLESEX INSURANCE CO	54	10	81.48%	82.03%	77.49%
14117	GRINNELL MUT REINSUR CO	9	0	100.00%	87.50%	77.11%
SI	VOLLRATH COMPANY LLC	0	0	0.00%	75.00%	76.92%
SI	USF HOLLAND INC	4	0	100.00%	100.00%	76.47%
SI	BRUNSWICK CORPORATION	6	0	100.00%	100.00%	76.40%
29424	HARTFORD CASUALTY INS CO	15	2	86.67%	83.72%	76.07%
36919	HAWKEYE SECURITY INS CO	12	3	75.00%	79.31%	76.04%
21261	ELECTRIC INSURANCE CO	3	0	100.00%	90.91%	75.93%
20397	VIGILANT INSURANCE CO	14	1	92.86%	82.14%	75.86%
10239	SECURA SUPREME	7	0	100.00%	76.00%	75.86%
SI	COOPER POWER SYSTEMS INC	20	9	55.00%	62.50%	75.83%
18767	CHURCH MUTUAL INSURANCE CO	17	4	76.47%	74.51%	75.51%
19356	MARYLAND CASUALTY CO	16	3	81.25%	69.44%	74.81%
12262	PENN MFRS ASSOCIATION INS CO	8	1	87.50%	80.00%	74.71%
36463	DISCOVER PROPERTY & CASUALTY I	9	0	100.00%	95.65%	74.47%

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SI	KWIK TRIP INC	6	0	100.00%	94.44%	74.19%
26247	AMERICAN GUARANTEE & LIABIL	6	1	83.33%	70.59%	73.86%
19305	ASSURANCE COMPANY OF AMER	2	0	100.00%	80.00%	73.24%
SI	BENEVOLENT CORPORATION CEDA	9	3	66.67%	64.71%	72.97%
24775	ST PAUL GUARDIAN INS CO	1	0	100.00%	50.00%	72.92%
SI	COUNTY OF WASHINGTON	4	3	25.00%	58.33%	72.22%
SI	JOURNAL SENTINEL INC	5	5	0.00%	50.00%	71.15%
10804	CONTINENTAL WESTERN INS CO	5	1	80.00%	87.50%	71.05%
21865	ASSOCIATED INDEMNITY CORP	17	3	82.35%	88.64%	71.03%
SI	COLUMBIA-ST MARY'S INC	9	3	66.67%	86.67%	70.75%
40967	ST PAUL FIRE & CASUALTY INS CO	18	6	66.67%	75.56%	70.32%
SI	STORA ENSO NORTH AMERICA COR	8	3	62.50%	86.11%	70.26%
39357	TRAVELERS INSURANCE CO THE	9	2	77.78%	73.33%	70.21%
26956	WIS COUNTY MUTUAL INS CORP	9	1	88.89%	94.74%	69.03%
SI	DEPT OF TRANSPORTATION	12	3	75.00%	81.82%	68.89%
24589	AMERICAN & FOREIGN INS CO	8	4	50.00%	55.81%	68.87%
SI	COUNTY OF OZAUKEE	8	6	25.00%	58.33%	68.63%
SI	FEDERAL EXPRESS CORPORATION	3	0	100.00%	92.86%	68.60%
22659	INDIANA INSURANCE CO	4	1	75.00%	88.89%	68.33%
20486	TRANSCONTINENTAL INSURANCE C	12	2	83.33%	79.07%	67.58%
28665	CINCINNATI CASUALTY CO THE	3	1	66.67%	75.00%	67.03%
21113	UNITED STATES FIRE INS CO	6	0	100.00%	88.24%	66.95%
19259	SELECTIVE INS CO OF SOUTH CAROL	12	5	58.33%	83.78%	66.83%
23108	LUMBERMEN'S UNDERWRITING AL	12	6	50.00%	66.67%	66.25%
34207	WESTPORT INSURANCE CORPORATIO	27	7	74.07%	75.41%	66.23%
20443	CONTINENTAL CASUALTY CO	20	1	95.00%	88.14%	64.75%
20427	AMERICAN CASUALTY CO OF READI	17	7	58.82%	67.65%	64.71%
SI	INTERNATIONAL PAPER COMPANY	9	0	100.00%	95.24%	64.47%
20346	PACIFIC INDEMNITY CO	17	6	64.71%	68.75%	63.40%
SI	GEORGIA PACIFIC CORPORATION	4	2	50.00%	69.23%	63.37%
26662	MILWAUKEE CASUALTY INSURANC	10	4	60.00%	60.00%	63.10%
SI	TARGET CORP (STORES)	43	26	39.53%	42.11%	62.84%
14591	MILWAUKEE INS COMPANY	8	6	25.00%	41.18%	62.68%
26271	ERIE INSURANCE EXCHANGE	1	0	100.00%	83.33%	62.50%
24678	ROYAL INDEMNITY CO	18	12	33.33%	52.17%	61.65%
13714	PHARMACISTS MUTUAL INS CO	5	3	40.00%	57.14%	61.02%
SI	WISCONSIN BELL INC	6	0	100.00%	97.06%	60.83%
24902	SECURITY INSURANCE CO OF HARTF	2	2	0.00%	69.57%	60.34%
24872	CONNECTICUT INDEMNITY CO THE	12	6	50.00%	50.00%	58.25%
21873	FIREMANS FUND INS CO	7	3	57.14%	64.29%	58.22%
33588	FIRST LIBERTY INS CORP THE	3	0	100.00%	86.36%	56.25%
18910	AMERICAN PROTECTION INS CO	11	3	72.73%	58.00%	56.16%
23787	NATIONWIDE MUTUAL INS CO	23	11	52.17%	45.78%	56.11%
SI	DAIMLERCHRYSLER CORPORATION	13	6	53.85%	71.11%	55.52%
14508	MICHIGAN MILLERS MUTUAL INS C	24	11	54.17%	70.59%	55.48%
26980	ROYAL INSURANCE CO OF AMERICA	6	4	33.33%	47.06%	54.74%
SI	CITY OF KENOSHA	6	0	100.00%	77.27%	53.68%
22918	AMERICAN MOTORISTS	3	1	66.67%	45.45%	52.76%
20702	ACE FIRE UNDERWRITERS INSURANC	14	4	71.43%	57.69%	51.85%

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SI	WISCONSIN ELECTRIC POWER COMP	5	0	100.00%	64.86%	50.28%
SI	EMERSON ELECTRIC COMPANY	12	4	66.67%	66.67%	49.29%
SI	JEWEL FOOD STORES INC	17	0	100.00%	77.61%	47.88%
41181	UNIVERSAL UNDERWRITERS INS CO	8	3	62.50%	63.16%	47.71%
22977	LUMBERMENS MUTUAL CAS CO	22	8	63.64%	43.43%	45.51%
24074	OHIO CASUALTY INS CO	17	11	35.29%	45.45%	45.50%
19895	ATLANTIC MUTUAL INS CO	6	3	50.00%	30.77%	44.94%
30562	AMERICAN MANUFACTURERS MUT	7	5	28.57%	52.94%	43.91%
25879	FIDELITY & GUARANTY INS UNDERWR	5	1	80.00%	50.00%	41.61%
TOTALS FOR GROUP:		1,014	280	72.39%	73.52%	64.69%